

## #179381 - CCRC 471 c1

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## Case Details



**Topic** System Problem Report - FCC Form 471

**Status** Closed

**Priority** Medium

**Inquiry Type** Phone

**Form Type** FCC Form 471

**Form Number** 171040818

**Created By** USAC

**Created On** 5/16/2017 4:08 PM EDT

**Organization** [CHILD CARE RESOURCE CENTER](#)

## Case Description



**Description** Caller is getting an error message after assigning the Recipients of service.

## Case Artifacts



## Documents

Name	Uploaded By	Upload Date
<a href="#">CCRC 471 171040818 Submission Errors rev2 5-19-17</a>	BEVERLY SUTHERLAND	5/19/17 3:26 PM
<a href="#">Create FCC Form 471 - 171040818 - CCRC_FY17_C1_MULTI</a>	BEVERLY SUTHERLAND	5/18/17 7:04 PM

## Attachments

Attachment	Attachment Type
No items available	

## Case Thread



User	Note	Date
BEVERLY SUTHERLAND	We did not add any new recipients of service to this app. The new recipient of service, 17010833, was added automatically by the EPC system. Note that this entity is not listed on any of the FRNs.	5/26/2017 1:18 PM EDT
USAC	Beverly, Unfortunately if you are adding an Recipient of Service you can't use "Copy my FRN" so you will need to manually update the FRN. IT is aware of this and working on fixing it, but I am not sure it will be fixed in a timely manner so your form can be submitted and reviewed. Inna	5/26/2017 1:01 PM EDT
BEVERLY SUTHERLAND	The "Copy my FRN" function was used to populate this app.	5/26/2017 12:35 PM EDT
USAC	Hello Beverly, Your case has been escalated to Customer Service Management at USAC. Did you utilize the "Copy my FRN" function? Or did you use the Bulk Upload Template? Based on this notification you have 5 calendar days from today to respond to the request posted below. A timely response to this inquiry is required; failure to respond by 06/01/2017 will resolve in a case closure.	5/26/2017 7:39 AM EDT
BEVERLY SUTHERLAND	problem still occurs. see attached.	5/19/2017 3:26 PM EDT
USAC	Bedverly, The Form was started prior to the Entity being created and linked to the District.	5/19/2017 3:11 PM EDT
USAC	Beverly, Try these steps: 1. Click Edit Form. 2. Continue clicking Save & Continue until the user reaches the last page of the form. 3. Click Review FCC Form 471 to generate a new task to generate the draft PDF. 4. Click Tasks. 5. Click on the task reading Review PDF for FCC Form 471 - #<application number> - <nickname>.	5/19/2017 3:05 PM EDT

User	Note	Date
USAC	<p>Beverly,</p> <p>There are two ways to resolve this error:</p> <p>Add the Billed Entity Numbers listed in the error message from the Form 471 itself.</p> <p>Remove the Billed Entity Numbers listed in the error message from any appropriate FRN line item(s).</p>	5/19/2017 11:40 AM EDT
BEVERLY SUTHERLAND	<p>I cleared cache, restarted PC, and used google Chrome. The problem still persists per attached pdf. It seems to be related to a new NIF (BE# 17010833) that is not listed on the app. If the error occurred while trying to certify Form 471 #171040818.</p> <p>Please help.</p>	5/18/2017 7:04 PM EDT
USAC	<p>Beverly,</p> <p>If you are receiving errors or experiencing issues within the E-Rate Productivity Center (EPC), please try troubleshooting the issue using the following tips:</p> <p>Recommended Browsers</p> <ul style="list-style-type: none"> <li>• Internet Explorer (IE versions 9 or higher – IE 8 is not supported)</li> <li>• Firefox</li> <li>• Chrome</li> <li>• Safari</li> </ul> <p>Please note that Google Chrome is the preferred browser for EPC. No matter what browser you use, be sure the latest version is installed on your computer and always apply all available security updates. Browsers that are no longer supported by their vendor are not supported.</p> <ul style="list-style-type: none"> <li>• Web browsers must allow cookies.</li> </ul> <p>Restart your EPC session by completing the following steps:</p> <ol style="list-style-type: none"> <li>1. Log out of EPC by clicking your name in the top right corner, and then Sign Out.</li> <li>2. Clear your Internet cache and your temporary Internet files.</li> <li>3. Close your browser and open a new browser session.</li> </ol> <p>If following the above troubleshooting tips still does not resolve the errors, please reopen the case and add a note and provide the following information within your EPC case. If the case cannot be reopened, you may create a new case.</p> <ul style="list-style-type: none"> <li>• Operating System and Version (e.g. Windows 7, Windows 10):</li> <li>• Web Browser and Version (e.g. Internet Explorer 11):</li> <li>• Where within EPC did the error or issue occur; i.e. which tool, screen, field in a form, etc?</li> <li>• What happened just before the error occurred? Did you click a button, hit Tab, enter data into a field, etc?</li> <li>• Text of the error message and/or screenshot or printout of the error message.</li> </ul> <p>If the error occurred within an FCC form, please also provide the following:</p> <ul style="list-style-type: none"> <li>• Form Type:</li> <li>• Application Number:</li> <li>• Form Status:</li> </ul> <p>For additional assistance in troubleshooting your issues, please contact the Schools and Libraries Helpline at 888-203-8100 and be prepared to provide above information if not already present within your case.</p> <p>For inquiries received in Siebel:</p> <p>If you are receiving errors or experiencing issues within the E-Rate Productivity Center (EPC), please try troubleshooting the issue using the following tips:</p> <ul style="list-style-type: none"> <li>• The recommended browser for EPC is Google Chrome.</li> </ul> <p>The latest versions of the following browsers are also supported: Microsoft Internet Explorer, Mozilla Firefox, and Safari. However, if you encounter errors using one of these browsers, please try again using Google Chrome.</p> <p>Please note that browsers that are no longer supported by their vendor are not supported. Please use the latest supported browser version and always apply all available security updates.</p> <ul style="list-style-type: none"> <li>• Web browsers must allow cookies.</li> </ul> <p>Restart your EPC session by completing the following steps:</p> <ol style="list-style-type: none"> <li>1. Log out of EPC by clicking your name in the top right corner, and then Sign Out.</li> <li>2. Clear your Internet cache and your temporary Internet files.</li> <li>3. Close your browser and open a new browser session.</li> </ol> <p>If following the above troubleshooting tips still does not resolve your errors or form issues, please resubmit your question and provide the following information:</p> <ul style="list-style-type: none"> <li>• Operating System and Version (e.g. Windows 7, Windows 10):</li> <li>• Web Browser and Version (e.g. Internet Explorer 11):</li> <li>• Where within EPC did the error or issue occur; i.e. which tool, screen, field in a form, etc?</li> <li>• What happened just before the error occurred? Did you click a button, hit Tab, enter data into a field, etc?</li> <li>• Text of the error message and/or screenshot or printout of the error message.</li> </ul> <p>If the error occurred within an FCC form such as the 470, 471, or 498, please also provide the following:</p> <ul style="list-style-type: none"> <li>• Form Type:</li> <li>• Application Number:</li> <li>• Form Status:</li> </ul> <p>For additional assistance in troubleshooting your issues, please contact the Schools and Libraries Helpline at 888-203-8100 and be prepared to provide above information if not already present within your case.</p>	5/16/2017 6:27 PM EDT

Case Contact

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Case Contact BEVERLY SUTHERLAND